

To: 'Brandy Turnbow'[brandy.turnbow@lacity.org]
From: Webster, Matthew
Sent: Wed 1/18/2017 7:45:54 PM
Subject: RE: [E] Verizon Phone Log Information
[customize_usagedetail.csv](#)

Definitely. If you log in to the site, you click on "Manage Account" then Reports.

From there you scroll down to "build your own report" then "usage details", then "build report". From there you want to hit the + sign next to voice usage, and choose "minutes, date, and number" to add to the report, then submit. You will then come to a screen where you choose from what date to what date. I did it and chose October to Now and got the attached file.

Sincerely,

Matthew Webster
Government Account Manager
Ecode: EX900
Location: 18063-01

Verizon Wireless

Phone: 626.201.7123
Email: matthew.webster@verizonwireless.com
Address: 6200 Canoga Ave. | Woodland Hills, CA | 91367

Government Customer Service: 800-922-0204
Verizon Crisis Response Team (VCRT) 800-981-9558
Law Enforcement Resource Team (LERT) 800-451-5242

From: Brandy Turnbow [mailto:brandy.turnbow@lacity.org]
Sent: Wednesday, January 18, 2017 9:14 AM
To: Webster, Matthew
Subject: Re: [E] Verizon Phone Log Information

Is there anyway we can just see it online and not have it come in the bill?

On Wed, Jan 18, 2017 at 8:59 AM, Webster, Matthew <Matthew.Webster@verizonwireless.com> wrote:
You don't have it now, but we can request it be added. It will make it so all the calling detail shows on the bill.

Sincerely,

Matthew Webster
Government Account Manager
Ecode: EX900
Location: 18063-01

Verizon Wireless

Phone: [626.201.7123](tel:626.201.7123)
Email: matthew.webster@verizonwireless.com
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Law Enforcement Resource Team (LERT) [800-451-5242](tel:800-451-5242)

From: Brandy Turnbow [mailto:brandy.turnbow@lacity.org]
Sent: Wednesday, January 18, 2017 8:56 AM
To: Webster, Matthew
Subject: Re: [E] Verizon Phone Log Information

Hi Matt,

Where is the "detailed calling" I am looking individually on each person's phone but do not see. Let me know when you

get a chance!

Thanks Matt!
Brandy

On Wed, Jan 18, 2017 at 8:50 AM, Webster, Matthew <Matthew.Webster@verizonwireless.com> wrote:
Yes you should be able to see it online now.

We can always turn "detailed calling" on for each line as well so the call details print on the bill moving forward?

Sincerely,

Matthew Webster
Government Account Manager
Ecode: EX900
Location: 18063-01

Verizon Wireless

Phone: [626.201.7123](tel:626.201.7123)
Email: matthew.webster@verizonwireless.com
Address: 6200 Canoga Ave. | Woodland Hills, CA | 91367

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From: Brandy Turnbow [mailto:brandy.turnbow@lacity.org]
Sent: Wednesday, January 18, 2017 8:48 AM
To: Webster, Matthew
Subject: Re: [E] Verizon Phone Log Information

Hi Matt!

Sorry I did not get back to you yesterday. John wanted to know if we have access to the call logs on each phone number. When we get our Verizon statement, it only shows minutes, data, etc. But it does not show the call log. He was just wondering if we have this access? And is it something we can access easily? I believe John may have wanted to look something up. He wants to know how easily accessible it is. If we have to setup a new log-in then we can pass, but for right now he just wanted to know.

Thank you!
Brandy

On Fri, Jan 13, 2017 at 4:03 PM, Webster, Matthew <Matthew.Webster@verizonwireless.com> wrote:
Thank you Joel!

Brandy,

We can talk Tuesday, not sure what you mean below. ☺

Sincerely,

Matthew Webster
Government Account Manager
Ecode: EX900
Location: 18063-01

Verizon Wireless

Phone: [626.201.7123](tel:626.201.7123)
Email: matthew.webster@verizonwireless.com
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From: Brandy Turnbow [mailto:brandy.turnbow@lacity.org]
Sent: Friday, January 13, 2017 3:59 PM
To: Webster, Matthew
Cc: Joe Quan; John Lee
Subject: Re: [E] Verizon Phone Log Information

Hi Matt!

Joe has sent me the Verizon information and I have created the account. I am actually out of the office right now. Can I email you regarding the phone log records for the cell phones on Tuesday? John had mentioned if we have to create a new account setting to open this that it would not be necessary. But we wanted to check with you first.

Sincerely,

Brandy Turnbow

On Fri, Jan 13, 2017 at 3:43 PM, Webster, Matthew <Matthew.Webster@verizonwireless.com> wrote:
Hi Brandy,

If you mean what numbers were called using the cell phones, that can be accessed on the portal once you can log in, I can show you.

Sincerely,

Matthew Webster
Government Account Manager
Ecode: EX900
Location: 18063-01

Verizon Wireless

Phone: [626.201.7123](tel:626.201.7123)
Email: matthew.webster@verizonwireless.com
Address: 6200 Canoga Ave. | Woodland Hills, CA | 91367

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Law Enforcement Resource Team (LERT) [800-451-5242](tel:800-451-5242)

From: Joe Quan [mailto:joe.quan@lacity.org]
Sent: Friday, January 13, 2017 3:41 PM
To: Brandy Turnbow
Cc: Webster, Matthew; John Lee
Subject: Re: [E] Verizon Phone Log Information

Brandy - Regarding your last line question, are you referring to the wireless calls? Those should be on the bill. If you are referring to your desk phone, you'll need to open an SOS ticket request and provide the number and date range. I'll send you and John individual emails with your login information.

Joe Quan

Information Technology Agency - City of Los Angeles
Office: [213.922.7775](tel:213.922.7775) **Google Voice:** [213.536.7826](tel:213.536.7826) **Email:** Joe.Quan@lacity.org
200 N. Main Street MS 232 City Hall East 14th Flr, Los Angeles, CA 90012

On Fri, Jan 13, 2017 at 11:29 AM, Brandy Turnbow <brandy.turnbow@lacity.org> wrote:
Hi Joe,

John Lee: john.s.lee@lacity.org

Brandy Turnbow: brandy.turnbow@lacity.org

This access is to view/download bills and to order equipment/services as well.

John would also like to know if we can get access to our phone call logs. Is this something you could help us with too?

Thank you!

Brandy Turnbow

On Fri, Jan 13, 2017 at 11:18 AM, Joe Quan <joe.quan@lacity.org> wrote:

Hi Brandy - Please provide me the name and email of person(s) you wish to have access. Is the access to view/download bills or to order equipment/services as well?

Joe Quan

Information Technology Agency - City of Los Angeles

Office: [213.922.7775](tel:213.922.7775) Google Voice: [213.536.7826](tel:213.536.7826) Email: Joe.Quan@lacity.org

200 N. Main Street MS 232 City Hall East 14th Flr, Los Angeles, CA 90012

On Fri, Jan 13, 2017 at 10:43 AM, Brandy Turnbow <brandy.turnbow@lacity.org> wrote:

Thank Matt for your help! I will wait to hear from Joe.

Sincerely,

Brandy Turnbow

On Fri, Jan 13, 2017 at 10:35 AM, Webster, Matthew <Matthew.Webster@verizonwireless.com> wrote:

Hi Brandy!

Yes you can access everything online. I can get Joe Quan with ITA to set up log ins for you.

Hi Joe,

Can you help assign Brandy log ins to the portal for account [REDACTED] under Council District 12 please?

Sincerely,

Matthew Webster

Government Account Manager

Ecode: EX900

Location: 18063-01

Verizon Wireless

Phone: [626.201.7123](tel:626.201.7123)

Email: matthew.webster@verizonwireless.com

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From: Brandy Turnbow [mailto:brandy.turnbow@lacity.org]

Sent: Friday, January 13, 2017 10:25 AM

To: Webster, Matthew

Cc: John Lee

Subject: [E] Verizon Phone Log Information

Hi Matt!

Happy Friday! John Lee had a question regarding our account phone logs. Is there anyway we can have access to them? When we receive our bill we only see the general statements. Lastly, can we access our account online like a normal Verizon account? If so, do we need any information from you?

Sincerely,
Brandy Turnbow

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Brandy Turnbow
Council Aide
Councilmember Mitchell Englander
Los Angeles City Councilmember
President Pro Tempore
Twelfth District
City Hall: [213-473-7012](tel:213-473-7012)
Community Service Center: [818-882-1212](tel:818-882-1212)
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